

# LMS SUPPORT PLANS

10.11.2024



	<b>ESSENTIAL</b>	<b>PREMIUM</b>
<b>RESOURCES</b>	<b>INCLUDED</b>	<b>\$249 - 399/MO.</b>
Help Center & Knowledge Base	✓	✓
Video Tutorial Library	✓	✓
Newsletters, Articles, Guides	✓	✓
<b>TRAINING</b>		
Product Webinars	✓	✓
Additional Administrator Training	0 sessions included, \$250/session	3 sessions included, \$150/hr additional
<b>SUPPORT</b>		
Response Time	1 business day	1 hour (M-F)
Problem Support Allowance	✓	✓
Consultative Hours	5 hrs/mo, \$160/hr additional	10 hrs/mo, \$145/hr additional
Named Contacts	1	3
Dedicated Email Support	✓	✓
Dedicated Chat Support	--	✓
Dedicated Phone Support	--	✓
Dedicated Support Resource	--	✓
Data Security Assurance	ISO27001, SOC2 Type 2	ISO27001, SOC2 Type 2
Server Health Status Notifications	✓	✓
API/Integrations Support	✓	✓
Key Event Management	*	✓
<b>SERVICE</b>		
Content Tools Support	Consultative hours	✓
Strategic Planning	Consultative hours	✓
Custom Reporting Request	Consultative hours	1 per quarter
Annual LMS Analysis	Consultative hours	✓
Annual Utilization Audit	Consultative hours	✓
Data Import Management	Consultative hours	✓
Product Roadmap Insider Membership	Consultative hours	✓
LMS Learner-Focused Marketing Support	Consultative hours	✓
Marketing Infographic of LMS Usage	Consultative hours	✓

# LMS Support Plans Details

## RESOURCES

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Included in both the Essential and Premium plans, our Help Center & Knowledge Base gives you 24/7 access to a comprehensive knowledge base with articles, videos, FAQs, and troubleshooting tips to resolve most issues independently. We created this to ensure that you always have quick, self-service access to common solutions and guides. Both Essential and Premium customers receive regular updates, tips, and industry insights through newsletters and guides. We offer this to help you stay informed on best practices and new features that can enhance your LMS experience.

## TRAINING

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### Product Webinars

Product webinars are included in both Essential and Premium tiers. These webinars help you understand our platform and best practices for using it. We created this to support ongoing learning and improvement.

### Additional Administrator Training

- Essential: Additional training is available at \$250/session (a session is one hour that includes (product configuration, consulting, personalization, new admin training, adding learners and content, setting up integrations, etc.)
- Premium: 3 sessions are included, with additional sessions available at \$150/hour. This training helps administrators stay updated and proficient in managing the LMS, designed for teams that want to deepen their expertise.

## SUPPORT

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### Response Time

- Essential: 1 business day response time.
- Premium: 1-hour response time during business hours (M-F, 8am-5pm PST, holidays excluded). We offer faster response times in the Premium tier to ensure your critical issues are addressed promptly.

### Types of Support

- Knowledge Anywhere provides two types of support:
  - Each subscription includes an allotment of support hours, referred to as the **Problem Support Allowance**. This covers time spent assisting customers with technical difficulties related to the LMS platform, identifying and resolving software bugs, and troubleshooting standard LMS functionalities. It does not extend to problems originating from third-party tools unless covered under "Consultative Hours." Included in both Essential and Premium plans, this allowance

ensures you can submit support requests for assistance with any technical or functional issues.

- **Consultative Hours** refers to time allocated each month for providing specialized assistance to customers. This may include configuring the LMS to meet specific organizational needs, troubleshooting third-party tools (e.g., content authoring software), and generating custom LMS reports. These hours are designed to offer more hands-on, strategic support and customization beyond technical issue resolution.
  - Essential: 5 hours per month, with additional hours at \$160/hour.
  - Premium: 10 hours per month, with additional hours at \$145/hour. We provide consultative hours to assist with strategic planning, system configuration, or custom projects.
- Unused support hours (Problem Support Allowance and Consultative Hours) do not roll over to the following month.
- If an issue or request requires more hours than the hours remaining in the allowance for the current month, we will provide an estimate and request your permission to proceed. Additional support beyond the included allowance will be billed at the standard hourly rate as outlined in the customer agreement.

### **Limits of Liability**

- Knowledge Anywhere will make all commercially reasonable efforts to resolve technical issues and provide support in accordance with service expectations. However, Knowledge Anywhere is not liable for any lost revenue, productivity, or data resulting from delays or technical failures beyond its control.
- For technical support related to third-party tools, Knowledge Anywhere can assist to the extent possible but is not responsible for the performance or compatibility of these external applications.

### **Subscription and Billing Terms**

We offer three flexible subscription and payment options for the premium support plan:

1. **Commit for the Term of Your Contract (or Remaining Term)**  
Pay in full at the start of the term and receive a 10% discount on the premium support plan. This option provides peace of mind and cost savings for long-term clients.
2. **No Long-Term Commitment – Pay Monthly**  
For clients seeking flexibility, the monthly payment option is available with payment processed via credit card. This option is subject to monthly renewal, and no discounts apply.
3. **Commit for the Term – Pay Quarterly via Invoice**  
Customers who prefer invoicing may opt for quarterly payments. This requires a commitment for the entire remaining contract term, though payments will be spread evenly over the period.

### **Cancellation and Refund Policy**

The premium support plan is non-refundable once purchased, except in cases where the customer can demonstrate non-performance of agreed-upon services.

### **Contacting Us for Support**

- For each support plan, you will name who we should contact regarding support:

- Essential: 1 named contact.
- Premium: 3 named contacts. This ensures consistent support by allowing you to designate specific people within your organization to be in contact with our team.
- We offer various ways to contact us, depending on your plan:
  - **Dedicated Email Support** is included in both plans, ensuring you always have email access to our support team for any inquiries or issues.
  - **Dedicated Chat Support**
    - Essential: Not included.
    - Premium: Included. Premium customers receive immediate, real-time support through our chat feature, ensuring faster resolutions.
  - **Dedicated Phone Support**
    - Essential: Not included.
    - Premium: Included. Phone support offers personalized, real-time assistance for urgent issues.
  - **Dedicated Support Resource**
    - Essential: Not included.
    - Premium: Included. Premium customers have access to a dedicated support resource for more complex support needs and proactive engagement.

### **Data Security Assurance**

Included in both Essential and Premium plans. We adhere to ISO27001 and SOC2 Type 2 standards to ensure the highest level of security for your data.

### **Server Health Status Notifications**

Included in both plans, this service provides real-time notifications about server performance and health, ensuring transparency and uptime monitoring.

### **API/Integrations Support**

Available to both Essential and Premium customers, this support helps you integrate third-party systems with your LMS seamlessly.

### **Key Event Management**

- Essential: Available as an add-on.
- Premium: Included. We created this to assist you with planning and managing key events like launches or large training initiatives.

## **SERVICE**

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### **Content Tools Support**

- Essential: Available through consultative hours.

- Premium: Included. This service helps you make the most of your content tools, ensuring your LMS is optimized for your organization's needs.

### **Strategic Planning**

- Essential: Available through consultative hours.
- Premium: Included. Our team helps guide your LMS strategy, offering expert insights and recommendations to maximize the platform's effectiveness.

### **Custom Reporting Request**

- Essential: Available through consultative hours.
- Premium: 1 request per quarter included. Custom reports help you track specific metrics and performance indicators unique to your business needs.

### **Annual LMS Analysis**

- Essential: Available through consultative hours.
- Premium: Included. This in-depth analysis helps identify areas for improvement and maximizes your LMS's performance annually.

### **Annual Utilization Audit**

- Essential: Available through consultative hours.
- Premium: Included. Our audit ensures your LMS is being used efficiently and to its full potential, providing actionable insights.

### **Data Import Management**

- Essential: Available through consultative hours.
- Premium: Included. We assist with importing and managing large datasets to ensure smooth operation and accuracy.

### **Product Roadmap Insider Membership**

- Essential: Available through consultative hours.
- Premium: Included. Premium customers get exclusive insights into our product development roadmap, allowing them to stay ahead of upcoming features and improvements.

### **LMS Learner-Focused Marketing Support**

- Essential: Available through consultative hours.
- Premium: Included. We provide marketing support to ensure learners are engaged and aware of the LMS's capabilities.

### **Marketing Infographic of LMS Usage**

- Essential: Available through consultative hours.
- Premium: Included. We create a custom infographic that highlights your organization's usage of the LMS, providing clear, visual insights for stakeholders.